

Coronavirus Update #4

Original Message Sent 3/14/2020

We just want to take a moment to update you on how we are handling operations at the Wellness Center and how it is working.

First off it's important to understand that the situation we all find ourselves in is a once in a lifetime never experienced event. While we remain optimistic about what the future holds we must approach this pandemic with absolute seriousness.

We beg for your patience as we at the Wellness Center develop and fine tune our strategy to provide the safest and most appropriate medical care for all of our fire rescue families, yelling and threatening staff is not productive, there is always someone at a higher up level to speak to calmly and respectfully.

Yesterday we instituted several new operational procedures to better serve and protect our patient population. We have instituted a new check-in procedure that starts on the front patio where you will be greeted by a medical assistant or nurse that will ask a series of questions and take your vitals. The result of that will divide everyone into 1 of 3 categories, healthy, normal urgent care and rule out Covid-19 related. Healthy patients will be directed to the side door of the building and into what use to be the sick waiting room. Normal urgent care patients will be directed inside to what used to be the well waiting room, and all others will remain outside until a treatment room is ready. When approaching the building please wait your turn and don't crowd in around the check-in desk, remember social distancing of 6' is the standard recommendation.

Inside the facility we have designated 3 areas, clean, normal urgent care and possibly contagious, all areas and personnel assigned to these areas remain separate, and all areas are being disinfected after each patient as was always the practice in the facility.

These new operational procedures worked well yesterday and we will continue to practice them and adapt as time goes on. We will remain open and ready to serve our fire rescue families. We do strongly recommend that all non-essential healthy patient visits postpone their visit but we will not refuse anyone. There was some misunderstandings on that yesterday and again we ask for your patience as we ourselves adapt to these new operational procedures and processes. Everything we are doing is designed and implemented for the health and safety of all of our fire rescue family members.

What can you expect if you are coming here as a possibly infected Covid-19 patient. First off you will be given a mask and gloves before you enter the building. We will run a series of tests on you prior to determine if you need to be swabbed for the Covid-19 virus, this could include, at the attending providers discretion, a flu swab, strep or RSV swabs, blood work, chest x-ray or even a non-contrasted CT. Finally depending on the results of the various test you may be swabbed for the coronavirus for which at the moment we are well stocked with test kits. **Understand that if the test for the coronavirus is warranted and done then you will be on a mandatory 14 day self-quarantine** which in most case will be lifted if the results are negative. Results currently take 3-4 days but we are optimistic that time frame will shorten considerable in the near future. If you are an active employee fire rescue will be notified of your status, this is not an option, please understand this is out of our control and yelling and threatening anyone here will not change that. Currently fire rescue is making you use sick time but hopefully that will change. If you have a known exposure from a call make sure that you document properly on the departments exposure forms.

I know that this update has been lengthy, but felt it necessary for those of you seeking information as to how things are going at the Wellness Center. We are here for you and will remain to be here for you throughout this trying time in our lives. While we are approaching this as a true pandemic emergency we remain cautiously optimistic that it will be over soon and we will be able to move on with our lives.

Wash your hands frequently, practice social distancing and avoid large crowds whenever possible. Please feel free to call or email with any thoughts or questions you may have.